



# Update on Department of Health Care Finance's Operating Status during COVID-19 Emergency

## What is our operating status?

Along with the rest of District government, our agency remains open and operating at full capacity. However, there may be changes to how services are provided by agencies delegated with the authority to administer DHCF programs, including the Department of Human Services Economic Security Administration, the Department of Aging and Community Living, and the Department on Disability Services.

## How does this impact what we do?

All health benefits provided through DHCF programs will continue without interruption. This includes the Medicaid, Alliance, the Children's Health Insurance Program (CHIP), Immigrant Children's Program (ICP). Face-to-face communication and other services provided through each of these programs may be limited and conducted remotely through email, fax, or telephone.

### The following services will continue without interruption:

- **Medicaid, the Children's Health Insurance Program (CHIP), Immigrant Children's Program (ICP) beneficiary support:** DHCF will continue to provide support to beneficiaries when challenges arise regarding providers or coverage. All interactions will be continued without interruption but will take place remotely via phone or email.
- **Direct services for children with special needs:** Facilitation of direct services for children with special needs will continue without interruption but will take place via phone or email. In addition, Katie Beckett Level of Care document coordination will continue remotely via phone, email, or fax. Single Case Agreements will continue via phone, email, or fax.
- **Transportation services through our Non-emergency Medicaid Transportation vendor:** Transportation services will continue without interruption. Transportation requests for youth at psychiatric residential treatment facilities will continue via phone, email, or fax. Transportation of pediatric or other patients between facilities will continue without interruption.
- **Requests for reconsideration of a benefit:** These decision will continue to be handled by mail, phone, or fax.

### DHCF delegates various direct services, such as eligibility and enrollment, through service agreements with providers, managed care organizations, contractors, and sister agencies. The following services provided by these entities will continue with some changes:

- **The Department of Human Services Economic Security Administration (ESA):** DHS performs Medicaid and Alliance eligibility determinations for DHCF. ESA continues to operate at full capacity, but face-to-face interaction has been limited. Guidance on the alternative methods appropriate for the exchange of documentation, or other services provided by ESA, is available at [dhs.dc.gov](https://dhs.dc.gov). You can also contact ESA at (202) 698-4350.
- **The Department of Disability Services (DDS):** DDS performs eligibility and case management services for DHCF. DDS has limited face-to-face application intake and is utilizing online applications instead. In addition, DDS has eliminated vocation rehabilitation

services that are both school-based and office-based. For more information, please visit the DDS website at [dds.dc.gov](https://dds.dc.gov), or contact DDS at (202) 730-1700.

- **The Department of Aging and Community Living (DACL):** DACL performs intake and eligibility services for DHCF. DACL has limited all face-to-face functions, including face-to-face eligibility consultations and other assistance provided by DACL social workers. For more information, please visit the DACL website at [dacl.dc.gov](https://dacl.dc.gov) or contact DACL at (202) 724-5626.

#### How does this impact our physical locations?

DHCF main offices at 441 4<sup>th</sup> Street NW and at L'Enfant Plaza, will be closed to the public from March 16, 2020 through March 31, 2020. The offices accessed through our sister agencies for eligibility and other services may have different hours. Please see above for more information.

#### What else are we offering to meet your needs?

Please see our provider and beneficiary FAQs available at [dhcf.dc.gov](https://dhcf.dc.gov), and the resources available at [coronavirus.dc.gov](https://coronavirus.dc.gov).

#### What precautions are we taking to limit the spread of the coronavirus (COVID-19)?

Our employees are taking precautions to keep themselves healthy and limit the spread of infections like regularly washing their hands, cleaning facilities more frequently, and reducing close contact with each other and residents. Employees have been asked to let their supervisor know immediately if they feel sick.

#### Where should you go if you have questions?

For questions about any of the services we provide and information on any future changes, please contact us at 202-442-5988 or email at [dhcf@dc.gov](mailto:dhcf@dc.gov). For more information, please visit [coronavirus.dc.gov](https://coronavirus.dc.gov).